

Concord Area

Area Code 603

Issued March 2017



Appendix E: New Hampshire TRS Information in Telephone Directory

Residential White Pages are available
at www.fairpoint.com/whitepages.
For a free copy or to order directories,
visit yellowpagesoptout.com
call 877-2-GET-DEX.

OPT OUT

To stop delivery of future directories,
visit yellowpagesoptout.com



LARGER PRINT!

superpages.com

GENERAL INFORMATION

FairPoint
communications

Telecommunications Relay

CALLING ASSISTANCE FOR PEOPLE WITH HEARING OR SPEECH DISABILITIES

The Americans with Disabilities Act of 1990 requires all states to provide access to nationwide Telecommunications Relay Service (TRS). Through TRS, callers using Text Telephones (TTYs/TDDs) are able to communicate with people who use standard voice telephones and vice versa. A specially trained Communications Assistant (CA) relays telephone conversations verbatim. The CA translates typed words into speech and spoken words into typed messages so that TTY users and voice telephone users can converse. The CA relays the entire conversation, leaving nothing out. Calls made through the relay service are entirely confidential. The TRS operates 24 hours a day, seven days a week.

Local calls made using TRS are made at no extra charge. Callers will be billed for any applicable direct-dial regional and long-distance toll charges and operator assistance charges on their out-going call, just as if they had dialed it themselves. The customer may request that their long-distance company be used when placing long-distance calls.

To use the TRS, both TTY and non-TTY users simply dial 711. Additional numbers for the relay in New Hampshire are TTY = 1-800-437-1220 or Voice = 1-800-457-1220.

If you are not familiar with the use of TRS, tell the CA and you will receive assistance with the process. **NOTE:** For emergency calls, users should dial 911.

The TRS provides many services: Voice Carry Over (VCO) is available for TTY users who can speak but are unable to hear. Hearing Carry Over (HCO) is available for TTY users who can hear but are unable to speak. Spanish language TRS is available as is Speech-to-Speech (STS).

Speech to Speech (STS) is a relay service mandated by the Federal Communications Commission that enables people with a speech disability to use their own voice, voice prosthesis, or communication device to place a phone call. Some people who have a speech disability cannot communicate by telephone, as others do not readily understand their speech. This is often the case for people with cerebral palsy, multiple sclerosis, Parkinson's disease, muscular dystrophy, and/or limitations from stuttering, stroke or brain injury. Some speech-disabled persons may use a TTY, but TTY's require typing and some may not have the physical ability to type. STS offers an alternative.

An STS telephone call is a relayed call. In a three-way call environment, the TRS CA relays the speech of one person to the other. The CA restates or voices the words the person with a speech disability is saying, word for word. The CA can be "passive" (only relaying when needed) or "active" (relaying all communication from the speech-disabled individual). The customer instructs the CA as to how much assistance is needed.

Local, regional and long-distance calls made using STS follow the same billing guidelines as TRS.

STS Relay like TTY Relay is available 24 hours a day, 365 days a year. To use STS, simply call 711.

HOW TO MAKE A TRS CALL FROM A TTY COIN TELEPHONE

Some public payphones are specially equipped to provide service to persons with speech and hearing disabilities. You can make a TRS call from a coin phone that has a built-in TTY. Local calls can be made at no charge but for a regional or long-distance toll call, you must use a calling card, prepaid card or make the calls collect or third number billed.

- Step 1:** Lift up the handset and place it in the holder on the side of the phone
- Step 2:** Dial the TTY telephone number, or the TRS assistant at 711.
- Step 3:** LED [Red Light] Line Status:
Slow flashing - line ringing
Fast flashing - line busy
- Step 4:** If a TTY machine or the Communication Assistant answers the call, the TTY drawer will open automatically. You may begin typing.
- Step 5:** If the call is answered by a hearing person, press the * symbol on the telephone keypad three times to start the TTY Announcer.
- Step 6:** If the drawer begins to close before you complete your call, press any button on the keypad to reopen it.
- Step 7:** When you have completed your call, hang up the phone. The drawer will close automatically.

Your Telephone Rights and Responsibilities

YOUR TELEPHONE RIGHTS AND RESPONSIBILITIES

Telephone subscribers have the right to know what to expect from their telecommunication service provider. This information outlines your rights and responsibilities, and explains the procedures for resolving any concerns or questions that may arise.

RATES, TERMS AND CONDITIONS

Tariffs, rate schedules, and other terms and conditions related to FairPoint Communications' services can be found by visiting the Legal and Regulatory section of the FairPoint.com website. You may have previously received a Service Agreement by mail, a copy of this agreement may also be found on our website www.fairpoint.com and available for your reference.

APPLYING FOR SERVICE

Telephone services are provided without discrimination as to a customer's race, nationality, color, religion, sex, or marital status. Social Security information and/or picture ID may be required. When you apply for residential telephone service, you will be provided with information about:

- The lowest priced service alternatives at your location.
- Any special telephone rates that may be available to low income customers through the Link-up and Lifeline programs.

FairPoint also provides low-cost Lifeline service through its Native American Lifeline (NALL) program. Residents of federally recognized tribal lands who qualify for Lifeline may get their basic telephone service for as low as \$1.00 per month. Residents of federally recognized tribal lands who meet the NALL eligibility criteria are also eligible for federal assistance of up to \$100.00 in Link-Up installation credits to establish telephone service.

LOW COST SERVICE OPTIONS

Measured Service

Low Use and Standard Use Measured Service are available to FairPoint NH residential customers. These one-party residential services are designed for customers who make a few or moderate number of calls within their local calling area. These services may not be appropriate if you access the internet through a personal computer with a modem. Rates beginning at the generally available regular basic rates are listed below. They are set at time of publication, but are subject to change.

Low Use Measured Service - \$6.94/month
This service includes a monthly usage allowance of \$1.50.

Standard Measured Service - \$8.97/month
This service includes a monthly usage allowance of \$4.00.

Utilization of the monthly usage allowance and charges for all additional usage are based on the exchanges you call.

- **Call Area A** - calls within your exchange and calls to adjacent exchanges are rated at:
 - 4 cents per call, plus
 - 3 cents per minute or fraction of one minute of conversation time.
- **Call Area B** - calls to other exchanges within your local calling area are rated at:
 - 5 cents per call, plus
 - 4 cents per minute or fraction of one minute of conversation time.

A 50% discount applies from 9:00 p.m. to but not including 9:00 a.m. weekdays plus all day Saturday, Sunday and certain holidays.

Additional unlimited local service offerings and local and toll packages may be available in your area. Call your FairPoint Residence Service Representative listed in this directory or visit www.fairpoint.com for additional information.

LIFELINE PROGRAM

The Lifeline Program is a government benefit program which provides discounted telephone service to low-income residential customers who meet eligibility requirements. The Program provides discounted basic telephone service rates and free toll blocking to qualified residence customers. To receive the Lifeline Program discount, residence customers must provide a completed application establishing eligibility. Documentation proving enrollment in a qualified government benefit program or establishing household income at or below 135% of the Federal Poverty Guidelines must also be provided. Only one Lifeline Program discount is available per household on either a wireless or wireline telephone service. Consumers who willfully make false statements in order to obtain the Lifeline Program discount can be punished by fine or imprisonment or can be barred from the Lifeline Program.



New Hampshire FCC Complaint Log 2012-2013

Complaint Tracking for New Hampshire (June 2012 - May 2013). Total Customer Contacts: 2

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	01/18/13	The operator had a poor attitude and didn't seem to want to help the customer. When the customer asked if she had done something to her or if the operator was having a bad day, the operator responded "it has nothing to do with you, or the call". Customer service representative apologized to the customer and assured the customer that the information would be followed-up upon and given to the call-center supervisor.	01/18/13	The Supervisor met with the operator and reviewed expectations for professional communication including voice tone, choice of words, and sensitivity. The Supervisor emailed a follow up response to the customer.
2	03/12/13	Customer stated that the operator was rude to the hearing party. The operator apologized. Follow-up requested via email.	03/12/13	A wrong number call occurred to a Text Telephone user phone number, which was initiated by a voice party. However, the supervisor coached the agent to treat every customer, either a wrong number or not, with respect. A follow up email was sent informing the customer of the action taken.



New Hampshire FCC Complaint Log 2013-2014

Complaint Tracking for New Hampshire (06/01/2013-05/31/2014). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	03/25/14	Caller dialed 711 and wanted to call a CapTel user. Agent did not transfer caller to the CapTel gate. There was no operator ID number.	03/26/14	Customer Relations Manager confirmed with the trainer that this call should have been transferred to the CapTel gate. Customer Relations Manager educated the customer on asking for that service. There was no operator ID number, so the agent could not be coached.



New Hampshire FCC Complaint Log 2014-2015

Complaint Tracking for New Hampshire (06/01/2014-05/31/2015). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	02/06/15	The Relay Operator did not follow the customer's instructions. Customer Service representative thanked the customer for calling in. No follow-up requested.	02/12/15	The Relay Operator was unsure what instructions were not followed. Supervisor advised the Relay Operator to seek clarification of instructions, or assistance, if necessary.



New Hampshire FCC Complaint Log

2015 - 2016

Complaint Tracking for New Hampshire (06/01/2015-05/31/2016). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	12/29/15	Customer reports having difficulty reaching the New Hampshire Relay service. Program Manager was contacted. Management notified customer service via email. Trouble ticket was opened. Follow up requested.	12/29/15	Contacted the customer via email and apologized for the inconvenience of the long wait time. Customer did call back and was able to successfully connect to the relay service.



Sprint
Accessibility

New Hampshire FCC Complaint Log

2016 - 2017

Complaint Tracking for New Hampshire (06/01/2016-05/31/2017). Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	02/28/17	The customer explained the Agent dialed the wrong number. Apologized. The supervisor will be notified. Follow up requested.	02/28/17	Supervisor followed up with the Agent. Agent did not remember this call, however was coached on the importance of dialing the correct number. Follow up email was sent on 3/2/17 at 11:12 am.

**Need to make a phone call to
someone who has a hearing
loss or speech disability?**

Get Connected
with Relay New Hampshire!



Bring people together

with RELAY NEW HAMPSHIRE

HOW DOES RELAY HAMPSHIRE SERVICE WORK?



RELAY NEW HAMPSHIRE

can offer calling freedom!

Making calls through **Relay New Hampshire** is liberating, enjoyable and convenient. **Relay New Hampshire**, a free, 24-hour service, allows callers who are deaf, hard of hearing, deafblind or speech disabled to call anybody using relay services.

Just dial **711** and call anyone, anywhere and anytime with **Relay New Hampshire**.

HOW TO CONNECT?

- Dial **711** to connect with a relay operator.
- The operator will then dial the other party's number.
- The operator will relay the conversation between you and the other party by typing or voicing.

RELAY NUMBERS

TTY

711 or 800-735-2964

Voice

711 or 800-735-2964

TeleBraille for Deafblind

711 or 800-735-2964

Voice Carry-Over

711 or 800-735-4423

Hearing Carry-Over

711 or 800-735-2964

Speech-to-Speech

711 or 877-735-1245

900 Toll Call

900-230-4040

IP Relay

www.sprintip.com



For people with a hearing loss
who prefer to speak.

Voice Carry-Over

711 or 800-735-4423

Relay New Hampshire offers Voice Carry-Over (VCO) a free service that enables a person with hearing loss to use his/her voice to speak directly to the other party on the phone.

A late-deafened individual who has difficulty hearing over the phone will find that VCO is the perfect communication solution.

- 1 Mother speaks to her son directly.
- 2 The son speaks to his mother, and the relay operator types everything the son says, word for word, to the mother.
- 3 The mother reads on a TTY screen what her son says.



OTHER VCO FEATURES

Relay New Hampshire also offers three call features: VCO to TTY, VCO to VCO, and VCO to HCO.

For more information on VCO services:

relaynewhampshire.com/vco

TeleBraille Relay Service provides equal telephone access for Deafblind users.

TeleBraille for Deafblind

711 or 800-735-2964

TeleBraille Relay allows Deafblind users who use TeleBraille TTYs or large visual displays and prefer slower typing speeds to read messages at the pace that they prefer.



- 1 The other party speaks to the relay operator.
- 2 The relay operator types the other party's conversation to the DeafBlind user.
- 3 The Deafblind user are reading the conversation via the TeleBraille TTY or large visual display and types their response.

1

2

3

TEXT PACING:

During calls, the relay operator will type at a normal speed, but the message will come across the TeleBraille TTY at a rate of 15 words per minute, allowing users to achieve a more readable rhythm. Users can request increased or decreased rates of text in increments of 5 words per minute.

5

relaynewhampshire.com/deafblind

For people with **speech disabilities** who **prefer to speak** for themselves on the phone.

Speech-to-Speech

711 or 877-735-1245

Relay New Hampshire Speech-to-Speech (STS) is a free service for people who have a speech disability or use a voice synthesizer. STS allows them to speak for themselves on the phone. A trained STS operator listens to the conversation and repeats the STS user's message whenever needed.

- 1** The STS user speaks directly to the other party.
- 2** The relay operator repeats the STS user's spoken words if needed.
- 3** The other party talks directly to the STS user.

ENHANCED STS

This feature makes call set-up much easier for STS users.

In order to speed up the set-up of the call, Relay New Hampshire offers **My Email Set Up**. Now, you can e-mail call instructions or information 2 to 24 hours prior to the call. This can include information such as the number to be dialed, the name of the person being called, any special instructions, the nature of the call, or anything that makes it easier for you to complete the call.

For more information on STS services:

relaynewhampshire.com/sts



For people who **can hear**
but are **unable to speak**.

Hearing Carry-Over

711 or 800-735-2964

- 1 The HCO user types his words to the relay operator.
- 2 The relay operator voices the typed message to the other party.
- 3 The other party speaks directly to the HCO user.

People who are hearing and unable to speak directly on the phone due to a speech disability can use **Relay New Hampshire Hearing Carry-Over (HCO)**.

HCO allows users with a speech disability to listen to the other party. The HCO user types his/her conversation for the relay operator to voice to the standard telephone user, and the standard telephone user speaks directly back to the HCO user.



OTHER HCO FEATURES

Relay New Hampshire also offers HCO to TTY and HCO to HCO.

For more information on HCO services:

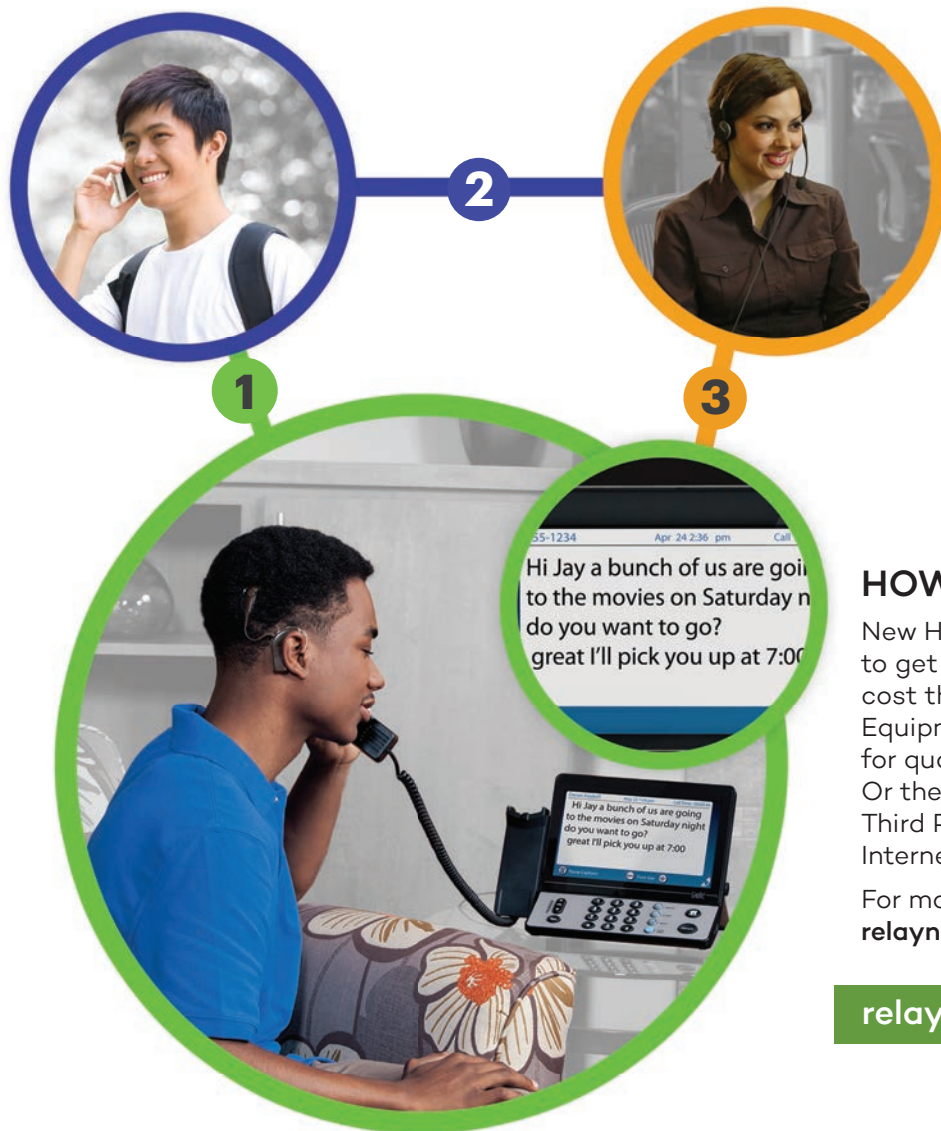
relaynewhampshire.com/hco

For people with **hearing loss** who prefer to **speak, listen and read captions** on the phone.

CapTel® Service

Captioned Telephone Service (CapTel) through **Relay NH** offers anyone with a hearing loss the ability to communicate on the phone independently.

Listen, read and respond to callers easily with the CapTel phone!



- 1** The CapTel user speaks directly to the other party using a CapTel phone.
- 2** The other party speaks directly to the CapTel user, with all of his words transcribed by a trained operator into text using voice-recognition technology.
- 3** The CapTel user listens with his residual hearing and reads the conversation on the CapTel display screen.

HOW TO GET A CAPTEL PHONE

New Hampshire Relay offers three options to get a CapTel phone such as a little or no cost through the NH Telecommunications Equipment Assistance Program (NH-TEAP) for qualified residents with a hearing loss. Or they may purchase via online or fill out Third Party Certification of Eligibility for an Internet-based CapTel phone free of charge.

For more information, go to relaynewhampshire.com/getcappel.

relaynewhampshire.com/cappel

Other Relay Features

TTY Payphone

711 or 800-735-2964

TTY users using a TTY payphone can use Relay New Hampshire to assist in connecting calls.

900 Pay Per Call

900-230-4040

Relay users can dial the toll-free 900 number above to connect with Relay New Hampshire. A relay operator will then dial the requested outbound 900 service number.

The caller is responsible for direct billing.

International Calls

605-224-1837

Relay New Hampshire allows callers to place and receive calls to and from anywhere in the world in English or Spanish.

Directory Assistance

Relay New Hampshire will relay Directory Assistance (DA) calls between relay users and a DA operator. After obtaining the number, the caller may choose to place the call through Relay New Hampshire or dial directly.

relaynewhampshire.com/other-services



Relay New Hampshire Customer Profile

Customer profiles make relay services better for you.

The Customer Profile allows relay service users to submit their preferences, such as:

- Frequently dialed numbers
- Emergency numbers
- Customer notes

Relay callers have the flexibility of updating their preferences at any time by going to **mysprintrelay.com** or requesting a form through customer service.

Relay New Hampshire also offers another customer profile that is designated for users who have a speech disability.

relaynewhampshire.com/profile

Important

Dial 911 for Emergency Calls Only

711 is NOT an emergency number.

In case of an emergency, relay users should call the TTY-equipped 911 center or emergency services center in their communities.

Relay New Hampshire can process emergency calls, but it may take longer.

TTY users who cannot obtain emergency services via 911 may call 711 and inform the relay operator there is an emergency.

The image shows two forms from Relay New Hampshire. The top form is the 'Relay New Hampshire Customer Profile' and the bottom form is the 'Relay New Hampshire STS Profile'. Both forms include contact information for Relay New Hampshire Customer Service and instructions on how to use the forms. The STS profile form also includes a section for 'My Place' with three locations and their respective phone numbers and times.

Relay New Hampshire Customer Profile
For more information: www.relaynewhampshire.com/profile

The Customer Profile form allows those of you who access relay through a toll-free number to submit your preferences. You will have the flexibility of updating your preferences as needed. Your information is confidential and secure. When completed, please return to:

Relay New Hampshire Customer Service
P.O. Box 29230 - KSOPH0312-3A
Shawnee Mission, KS 66201-9230

or fax to 877-877-3291

If you have questions or need assistance, contact Relay New Hampshire Customer Service:
800-676-3777 (Voice/TTY)
800-676-4290 (Spanish)
877-787-1989 (Speech-to-Speech)
866-931-9027 (Voice Carry-Over)
Sprint.TRS.CustServ@sprint.com (Email)

Important Information for Speech-to-Speech (STS)

Relay New Hampshire Service offers a unique Customer Profile specifically designated for STS users. With Relay New Hampshire's system, persons calling STS users who have difficulty sharing telephone numbers can be automatically connected to the STS user at the STS user's registered locations.

Go to www.mysprintrelay.com. After you enter your username and password, go to the menu list and click **STS Contacts**.

For assistance, call STS Customer Support at 877-787-1989.

Your Personal Information:

Last Name _____ Middle Initial _____
Ext. Number _____
Zip _____

Relay New Hampshire STS Profile
For more information: www.relaynewhampshire.com/profile

Access My STS Profile to decide how your calls are handled and update your preferences as needed. Questions or need help with your customer profile, contact My Support:

Phone: 877-787-1989
Email: Sprint.TRS.CustServ@sprint.com

When completed, please return to:
STS Customer Service
P.O. Box 29230 - KSOPH0312-3A
Shawnee Mission, KS 66201-9230
or fax to 877-877-3291

All customer information is confidential and secure.

My Personal Information:

Last Name _____ First Name _____
Area Code & Phone Number _____ Ext. Number _____
Street Address (No P.O. Box) _____
City _____ State _____ Zip _____
Email _____

My Name:

Username _____ Password _____

My Place: What is your time zone? ☐ EST ☐ CST ☐ MST ☐ PST Other: _____

Location #1 (e.g., home)

Phone Number: _____
Monday _____
Tuesday _____
Wednesday _____
Thursday _____
Friday _____
Saturday _____
Sunday _____
Time: From _____ am / pm
Until _____ am / pm

Location #2 (e.g., office)

Phone Number: _____
Monday _____
Tuesday _____
Wednesday _____
Thursday _____
Friday _____
Saturday _____
Sunday _____
Time: From _____ am / pm
Until _____ am / pm

Location #3 (e.g., mobile phone)

Phone Number: _____
Monday _____
Tuesday _____
Wednesday _____
Thursday _____
Friday _____
Saturday _____
Sunday _____
Time: From _____ am / pm
Until _____ am / pm

Telecommunications Equipment Assistance Program (TEAP)

New Hampshire Telecommunications Equipment Assistance Program (NH-TEAP) offers equipment for New Hampshire residents with a disability which interferes with the use of the telephone. Individuals who are experiencing difficulty using their current telephone equipment are encouraged to apply to receive assistive equipment through NH-TEAP.

The equipment includes, but is not limited to:

- Amplified telephone
- Captioned telephone (CapTel)
- Teletypewriter (TTY)
- Electro larynx
- Signaler devices

For more information or to get an application, contact:

New Hampshire Telecommunications Equipment Assistance Program (NH-TEAP)

- equipment@ndhhs.org (Email)
- 603-968-5889 (NDHHS Videophone)
- 603-224-1850 ext. 207 (Voice)
- 603-224-0691 (TTY)
- 603-856-0242 (Fax)
- www.ndhhs.org/nhteap (Website)



For questions or feedback, contact us!



Relay New Hampshire Customer Support

- 800-676-3777 (TTY/Voice)
- 877-787-1989 (Speech-to-Speech only)
- 866-931-9027 (Voice Carry-Over only)
- Sprint.TRSCustServ@sprint.com (Email)
- relaynewhampshire.com (Website)

CapTel Customer Support

- 888-269-7477 (CapTel/TTY/Voice)
- 866-670-9134 (Español)
- 608-204-6167 (Fax)
- captel@captel.com (Email)

Relay New Hampshire/CapTel Outreach Team

- relaynh@ndhhs.org (Email)
- 603-463-0566 (Relay NH Videophone)
- 603-224-1850 ext. 207 (Voice)
- 603-224-0691 (TTY)
- relaynewhampshire.com (Website)

Telecommunications Equipment Assistance Program

- Northeast Deaf & Hard of Hearing Services, Inc.
56 Old Suncook Road, Suite 6
Concord, NH 03301
- equipment@ndhhs.org (Email)
- 603-968-5889 (NDHHS Videophone)
- 603-224-1850 ext. 206 (Voice)
- 603-463-0566 (TTY)
- 603-856-0242 (Fax)
- www.ndhhs.org/nhteap (Website)



Appendix H: Relay New Hampshire Website Screenshot



WHAT'S NEW WITH RELAY NEW HAMPSHIRE

2nd Annual NDHHS Community Resource Fair



September 14th, 2017 | 1:00 – 3:30pm

Northeast Deaf and Hard of Hearing Services Inc.
56 Old Suncook Road – Suite 6, Concord, NH 03301

[Click here to download a flyer](#)

FEDERAL RELAY

If you are a Federal employee (civilian or military) you qualify to use the Federal Relay services.



[Click to learn more](#)

FLYERS:



[Relay New Hampshire Booklet](#)



["Are You a Hearing Person?" Flyer](#)



[Relay New Hampshire CapTel Flyer](#)

CAPTEL 2400i

Get a 2400i CapTel phone today!



[Click to order](#)

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Appendix I: Establishment of TRS in New Hampshire

PURbase

Re Dual Party Relay Service — Telecommunications Relay Service (TRS)

DE 90-225
Order No. 20,236
76 NH PUC 593

New Hampshire Public Utilities Commission

September 10, 1991

ORDER selecting Sprint Services to develop and operate the state's telecommunications relay service (TRS) for the deaf and hearing- and speech-impaired.

1. SERVICE, § 467.1

[N.H.] Telecommunications — Relay service for the deaf — Selection of carrier — Sprint Services — Factors — Quality of service — Technological ability — Experience — Cost-effectiveness. p. 596.

2. SERVICE, § 467.1

[N.H.] Telecommunications — Relay service for the deaf — Selection of carrier — Sprint Services — Conditions — Hiring of outreach manager. p. 596.

APPEARANCES: John B. Messenger, Esq., for New England Telephone Company,;

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Dom D. D'Ambruoso, Esq., for Hamilton Telephone Company; Amy Ignatius, Esq., for Dunbarton Telephone Company, Granite State Telephone Company, Merrimack County Telephone, Wilton Telephone; Helen M. Hall, Esq., for United Telecom, Inc., dba Sprint Services; George Finklestein, Esq., for AT&T; Karon Doughty for Union Telephone Company; Steven Jones for Granite State Independent Living Foundation; Susan Auerbach for the State Department of Education, Program for the Deaf and Hard of Hearing; Eugene F. Sullivan III, Esq., for the New Hampshire Public Utilities Commission.

BY THE COMMISSION:

REPORT

I. Introduction

Dual party relay service (or telecommunications relay service "TRS¹⁽¹³⁹⁾") is a service that enables telephone communication between hearing people and deaf, hard of hearing or speech impaired people. Telephone calls are placed through a relay center where communications

assistants (CAs) relay the conversation. Hearing and speaking people communicate through the CA who types what is spoken to the deaf, hard of hearing and speech impaired people using a text telephone (TT). Deaf, hard of hearing and speech impaired people use TTs to communicate through the CA who says what is typed to hearing people. The relay center provides the ability for speech impaired people who can hear, to listen directly to the other party and for deaf and hard of hearing people who can speak, to speak directly to the other party, as the customer prefers. CAs are transparent to the conversation and serve as a conduit using eyes, ears and voice to facilitate the call. CAs adhere to a strict code of ethics and confidentiality and do not personally participate in the conversation.

II. Procedural History

On December 24, 1990, the Commission issued an Order of Notice setting a prehearing conference for February 7, 1991, pursuant to RSA 541-A:16 for all telephone utilities in the State of New Hampshire to address the Americans with Disabilities Act of 1990 (ADA). The Order of Notice stated that the ADA requires all telephone utilities to provide TRS to their respective customers and set a prehearing conference to determine the means of compliance with the ADA in the State of New Hampshire. At the February 7, 1991, hearing, the Commission determined and the Parties agreed, that the proper means of effectuating the goals of the ADA in the State of New Hampshire was a single TRS provider to which all New Hampshire telecommunications utilities shall subscribe.

On February 28, 1991, the Commission, by secretarial letter, established a procedural schedule for the implementation of a TRS service provider in the State of New Hampshire. In the secretarial letter the Commission bifurcated this docket to address separately the additional issue of cost recovery for TRS.

On April 15, 1991, the Commission issued a Request for Proposal (RFP) for a Franchise to Provide Dual Party Relay Service in New Hampshire. On May 15, 1991, proposals were submitted by AT&T, Hamilton Telephone Company (Hamilton), New England Telephone Company (NET) and Sprint Services (Sprint) (collectively the Parties).

On May 23, 1991, the Parties met for a settlement conference and drafted a Stipulation Agreement on cost recovery which was presented to the Commission at a hearing on May 28, 1991.

The Parties filed comments on the proposals by June 21, 1991. NET's comments included restated prices on a comparable basis to the other Parties. The Commission Staff (Staff) submitted its analysis of the proposals on June 28, 1991. Hearings on the merits of the proposals were held July 9, 10 and 11, 1991. Briefs and revisions to the proposals made during the hearings were submitted by the Parties August 6, 1991. Staff's revised analysis was submitted August 15, 1991.

III. Positions of the Parties

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Hamilton

In addition to meeting the requirements of the RFP, Hamilton asserted that its size and

alertness to customer needs were its greatest advantages. In support of its ability to provide the best service for New Hampshire, Hamilton stated its philosophy is to "hire people with a customer service attitude; give them the right tools; and make sure they have the education and training they need." (TR Day I pp 11-12) Throughout the proceedings Hamilton emphasized its dedication to customer needs and the commitment of and to its employees. Because the company is small, Hamilton argued its employees are more diversified and dedicated and thus are better able to serve its customers than a larger company.

Sprint

Sprint argued it provides a higher quality of service than the other companies, noting its commitment to exceed quality of service standards; utilization of a system that in most cases, distinguishes voice callers from TT callers without the need for a separate 800 number; utilization of an automatic number identification (ANI) database to reduce call set up time and improve quality of service; strong focus on the customer and New Hampshire including use of 1-800-RELAY-NH as its access number and by answering calls with "relay New Hampshire."

NET

NET argued it was best suited to provide service because it is a major employer and a member of the New Hampshire business community, familiar with New Hampshire customers. Its established presence in New Hampshire and New England, NET asserted, make NET more qualified than the other petitioners to best meet the needs of the customers. Additionally, NET asserted it was uniquely qualified to meet the requirements of the ADA because only NET could connect callers directly to their chosen interexchange carrier.

AT&T

AT&T argued it was the best provider for the relay users of New Hampshire because of its experience and historical commitment to serving deaf, hard of hearing and speech impaired communities. AT&T pointed out it was the first and remains the only provider of Operator Services for the Deaf, it was the first interexchange carrier to provide TDD discounts, it is the only provider to utilize a nationwide consumer panel on disabilities, it has invested in relay specific privacy technologies such as voice and hearing carryover and text to speech, it has a record of 100 percent on time implementation, it will use the AT&T fiber optic network, and it has a unique Disaster Recovery Plan.

Granite State Independent Living Foundation (GSILF)

GSILF supported the Sprint proposal and urged the Commission to implement a full time Outreach Program in New Hampshire. GSILF contended that without proper education, specifically directed to the hearing community, the TRS would become a special service for deaf, hard of hearing and speech impaired individuals. GSILF stressed that TRS is a service for all people and that organizations should be trained to use TRS as a valid, confidential method of communication.

State Department of Education

The State Department of Education Vocational Rehabilitation, Program for the Deaf and Hard of Hearing (Dept of Education) emphasized the importance of quality of service and specifically recommended having a single 1-800 number to access the relay service; discounts to

all relay users; a choice of interexchange carrier; one charge for multiple calls when leaving a message on an answering machine; and access to automated answering devices. In addition the Dept of Education advocated consumer involvement by deaf, hard of hearing, speech impaired and hearing consumers, as well as an Advisory Board and a full time Outreach Manager dedicated specifically to New Hampshire TRS.

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Staff

Staff revised its initial analysis after final proposals were submitted. It recognized final proposals improved AT&T's, Hamilton's, and NET's initial proposals. However, after evaluating all proposals in their final form, Staff recommended Sprint. Staff stated that Sprint's proposal offered the highest quality of service overall. Staff was also impressed by Sprint's consumer oriented approach, and suggested that the Commission's stated goals of quality first and cost second would best be satisfied by Sprint.

IV. Commission Analysis

[1] The Commission is convinced that all petitioners meet the minimum mandatory requirements of the RFP and are each qualified to provide telecommunications relay service in New Hampshire. As a result, our analysis is primarily geared towards selecting the highest cost-effective quality of service for the citizens of New Hampshire, and secondarily, provision of that service at the lowest cost. Based on all the evidence, we have determined that Sprint will provide the highest quality of service to the citizens of New Hampshire. Sprint's dedication to its customers and innovation were revealed throughout the proceedings. Sprint's efforts to improve consistently on or exceed the standards persuaded us that Sprint will provide the highest quality of service which we expect will continue to improve as technology progresses.

[2] We find GSILF's and the Dept of Education's arguments in favor of a full time Outreach Manager located in the state compelling and are persuaded that such a position would be in the public good. Therefore, Sprint will be required to hire a full time Outreach Manager to work in New Hampshire. The Manager's sole duties will be for the promotion of TRS and education of all New Hampshire citizens regarding TRS operations. Failure by Sprint to abide by this requirement will result in a reevaluation of this decision.

We find that without Outreach, Sprint's prices are generally the lowest. Upon review of Sprint's price per minute including Outreach however, the cost variation among the minutes per month categories is unclear. As a result, a condition precedent to Sprint's acceptance as the TRS provider is the submittal by Sprint of the actual costs for the Outreach Manager which will be allocated by access lines rather than on a price per minute basis.

Additionally, we find the Stipulation Agreement entered into by the Parties on May 28, 1991 (attached) is in the public good, and hereby approve it. Staff and Sprint shall estimate the annual costs of TRS on an access line basis and provide the required amount to the Local Exchange Companies (LECs) for incorporation in the basic exchange tariffs. Staff, Sprint and the LECs are instructed to establish the method of cost recovery for the provision of toll service because the Agreement left this issue open until the provider was selected. Results are to be reported to the Commission before cutover of the TRS in New Hampshire. Staff and the LECs are also directed

to determine an appropriate method of accounting for revenues and expenses before the TRS charge is billed to customers.

We note that recommendations for establishing an Advisory Board were unanimous and, therefore, the Commission will establish an Advisory Board in New Hampshire. The Board shall advise the Commission on necessary improvements to the New Hampshire TRS, on the resolution of complaints where necessary, and on technological developments in other TRS centers. The Board shall consist of one representative from each of the following organizations: the NH Association for the Deaf (deaf consumer); Self Help for the Hard of Hearing (hard of hearing consumer); Helen Keller National Center (deaf/blind consumer); NH Speech and Hearing Association (speech impaired consumer); NH Registry of Interpreters for the Deaf (interpreter); Granite State Independent Living Foundation; citizen appointed by Division of Vocational Rehabilitation; the Office of Consumer Advocate; New England Telephone; New Hampshire Telephone Association (independent telephone company representative); a member of the public appointed by the Commission; a member of the business community, a member of Staff and the TRS

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Outreach Manager.

The Commission is aware Sprint will require certain information from the LECs before cutover of the TRS. The LECs shall provide Sprint with all New Hampshire exchange numbers (NNX codes), extended local calling areas, municipal calling areas in municipalities divided by telephone exchange boundaries and any and all other information required to ensure local calls placed through the TRS are not billed as toll calls, no later than September 23, 1991.

Finally, we find from the record, that Sprint has the financial, managerial and technical expertise to operate the TRS for the State of New Hampshire and that Sprint's selection as the TRS provider is in the public good subject to the conditions stated above.

Our order will issue accordingly.

ORDER

In consideration of the foregoing report which is made a part hereof; it is hereby

ORDERED, Sprint Services (Sprint) is granted the franchise to provide telecommunications relay service (TRS) in the State of New Hampshire subject to the conditions stated below; and it is

FURTHER ORDERED, Sprint become incorporated in New Hampshire pursuant to RSA 374:24; and it is

FURTHER ORDERED, Sprint file tariffs incorporating rules, regulations and prices associated with the provision of TRS; and it is

FURTHER ORDERED, Sprint develop a full time Outreach Program for New Hampshire TRS and hire a full time employee to work in New Hampshire as Manager of the Outreach Program, the cost of which shall be reviewed, and allocated by access lines; and it is

FURTHER ORDERED, an Advisory Board be established to ensure the ongoing

improvement and success of TRS in New Hampshire as described in the foregoing report; and it is

FURTHER ORDERED, the Local Exchange Companies (LECs) file revisions to basic exchange tariffs incorporating the per access line cost of TRS to be determined by the Commission Staff (Staff) and Sprint; and it is

FURTHER ORDERED, Sprint, Staff and the LECs determine a method of toll compensation before cutover of the TRS in New Hampshire; and it is

FURTHER ORDERED, Staff and the LECs determine a proper method of accounting for revenues and expenses collected and incurred as a result of TRS before the TRS charge is billed to customers; and it is

FURTHER ORDERED, the LECs provide Sprint with the information required to ensure local calls placed through the TRS are not billed to customers as toll calls and that the information be provided to Sprint in electronic format, if possible, no later than September 23, 1991.

By order of the Public Utilities Commission of New Hampshire this tenth day of September, 1991.

STIPULATION AGREEMENT RE COST RECOVERY

1.0 This agreement is entered into this 28th day of May, 1991, between the local exchange companies, the other participating parties and the staff of the New Hampshire Public Utilities Commission for the purposes of and subject to the terms and conditions hereinafter stated.

2.0 *Introduction.* On December 24, 1990, the Commission issued an order of notice setting a prehearing conference for February 7, 1991, pursuant to RSA 541-A:16 for all telephone utilities in the State of New Hampshire to address the requirements of the Americans with Disabilities Act of 1990 (ADA).

2.1 At the February 7, 1991, hearing, the Commission determined, and the parties agreed, that the proper means of effectuating the goals of the ADA in the State of New Hampshire was a single dual party relay service provider to serve all New Hampshire telecommunications subscribers.

2.2 On February 28, 1991, the Commission, by secretarial letter, established a procedural schedule for the implementation of a dual party relay service provider in the State of New Hampshire. In the secretarial letter the Commission bifurcated the docket to deal with cost recovery for the costs associated with a dual party relay service and set a hearing date for a

Page 597

prehearing conference on March 20, 1991.

2.3 A hearing was held on March 20, 1991, which resulted in Report and Order No. 20,090 setting a hearing for May 28, 1991. At a settlement conference held on May 23, 1991, the Staff, the local exchange companies, and all interested parties reached the following stipulation:

3.0 *Dual Party Relay Service Charge.* The local exchange companies ("LECS") will collect on a monthly basis, a dual party relay service charge per access line to be folded into basic exchange rates recognizing the fact that dual party relay service expands the definition of basic exchange service.

3.1 The charge per line shall be uniform throughout the state, in an amount approved by the PUC. The amount of the charge shall be the provider's tariffed price per minute times the estimated annual minutes of use, along with a reasonable allowance for uncollectibles and fund administration expenses, if any, the total of which is divided by the average number of access lines in service during the previous calendar year. For "seasonal service" lines or access lines which are temporarily suspended, the dual party relay service charge assessed against an access line shall be reduced to one-half the monthly charge during the month(s) in which service is temporarily suspended.

3.2 The amount of the charge shall be adjusted annually to reflect revised minutes of use estimates for the following year, and to make up for any over or underrecovery experienced by the fund administrator during the previous year.

3.3 Cost recovery, for the provision of toll, will be determined based on the selected provider's method of delivering the call once the provider is selected.

4.0 *Payment of Relay Service Costs by LECs.* Each month the relay service provider shall calculate the total relay service costs to be recovered from the LECS, based on the price per minute approved by the PUC in this proceeding and the minutes of use actually processed by the relay center. Each month the relay service provider shall render a bill to the fund administrator for the amount owed, including a statement showing how the amount was calculated. Any dispute over the calculation, billing, and payment of these amounts may be brought before the PUC.

5.0 *Escrow of Dual Relay Service Charge.*

The LECs shall contract with an escrow agent, acceptable to all of the LECs and the Commission, to be known as the fund administrator. Upon dispute among the LECs over the choice of the fund administrator a list of proposed fund administrators shall be presented to the Commission and the Commission shall resolve the dispute by selecting the appropriate fund administrator from the submitted list. The LECs shall remit to the fund administrator all funds received via the Dual Party Relay Service Charge. The fund administrator shall pay, upon presentation, all bills submitted to it by the Dual Party Relay Service Provider chosen by the Commission. Any interest earned on the escrowed funds shall be used to offset the Dual Party Relay Service Charge and any charge for fund administration shall be included in the Dual Party Relay Service Charge. The fund administrator shall file an annual report with the Commission delineating: the funds received and the LEC specific source of the funds, the funds dispersed, accrued interest and administration costs. The LECs and the Commission shall have the right to audit the fund administrator.

6.0 In light of the fact that all LECs have been made mandatory parties to this case and officially noticed of the issues involved the failure of a LEC to appear at the May 28, 1991, hearing and affix their signatures hereto shall be deemed to be a waiver of that or those LECs rights to object to this stipulation. Furthermore, any party to the proceeding whose signature is

not affixed hereunder, similarly waives its rights.

IN WITNESS WHEREOF, the parties fully authorized agents have executed this agreement.

STAFF OF THE NH PUBLIC
UTILITIES COMMISSION
By its attorney
Eugene F. Sullivan, III
Staff Attorney

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STATE OF NEW HAMPSHIRE
DEPARTMENT OF EDUCATION
VOCATIONAL REHABILITATION
Susan E. Auerbach

BRETTON WOODS TELEPHONE COMPANY
CHICHESTER TELEPHONE COMPANY (TDS)
Michael Roddy

CONTEL OF NEW HAMPSHIRE, INC.
Gloria Zarotny

DIXVILLE TELEPHONE COMPANY
DUNBARTON TELEPHONE COMPANY, INC.
Peter Montgomery

GRANITE STATE TELEPHONE WRS, INC.
William R. Stafford

KEARSARGE TELEPHONE COMPANY (TDS)
Michael Roddy

MERIDEN TELEPHONE COMPANY (TDS)
Michael Roddy

MERRIMACK COUNTY TELEPHONE COMPANY
John LaBonte

NEW ENGLAND TELEPHONE COMPANY
John B. Messenger

UNION TELEPHONE COMPANY
Richard P. Thayer

WILTON TELEPHONE COMPANY

7,0 I, Stephen Jones, on behalf of the Granite State Independent Living Foundation, agree not to object to this stipulation.

GRANITE STATE INDEPENDENT LIVING
Stephen Jones

FOOTNOTES

¹The FCC in its Report and Order released July 26, 1991, in CC Docket No. 90-571 replaced the terminology dual party relay service (DPRS) with telecommunications relay service, among others, because the term DPRS "entrenches current technology, a result contrary to the intent of Congress. Therefore, TRS shall be the operative term for relay services." (Footnote 1 in the FCC Order). As such we will adopt the term TRS.

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NH PUC*09/10/91*[27212]*76 NH PUC 599*New Hampshire Electric Cooperative, Inc.

[Go to End of 27212]

Re New Hampshire Electric Cooperative, Inc.

DR 90-078

Order No. 20,238

76 NH PUC 599

New Hampshire Public Utilities Commission

September 10, 1991

ORDER establishing a separate escrow account in which to place funds to be used by an electric cooperative to refund ratepayers for overcollected surcharges, during the cooperative's bankruptcy and reorganization proceedings.

1. REPARATION, § 45

[N.H.] Procedure — Escrow account — For refunds of overcollected surcharges — During bankruptcy proceedings. p. 600.

BY THE COMMISSION:

ORDER

WHEREAS, on December 28, 1989, the New Hampshire Public Utilities Commission ("Commission") issued Report and Order No. 19,656 as part of Docket No. DR 89-245, instructing the New Hampshire Electric Cooperative, Inc. ("NHEC") to establish an escrow

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account separate from the general fund of NHEC for the purpose of holding monies collected on the 5.5 percent temporary rate surcharge pursuant to RSA 362-C:7, which monies were prohibited from being commingled with any other NHEC funds; and

Appendix J: Award Announcing Sprint Accessibility as New Hampshire's TRS Provider

STATE OF NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION

DT 13-243

SPRINT COMMUNICATIONS COMPANY, L.P.

Petition to Increase Price for Telecommunications Relay Service

Order *Nisi* Approving Price Increase

O R D E R N O. 25,629

February 18, 2014

I. PROCEDURAL BACKGROUND

On August 12, 2013, Sprint Communications Company, L.P. (Sprint) filed a petition to increase the rates at which Sprint provides telecommunications relay service (TRS) and related services in New Hampshire (Petition). Sprint simultaneously filed a motion for confidential and proprietary treatment with respect to certain financial and commercial information, including rate and pricing information, contained in the filed Petition and redacted in the public version of the Petition. On December 6, 2013, Sprint submitted a letter containing additional information in response to Staff inquiries, and simultaneously filed a motion for confidential and proprietary treatment with respect to certain information contained in its letter.

On December 19, 2013, the Commission granted Sprint's motions for confidential and proprietary treatment with respect to the commercially-sensitive pricing, rate and term information contained in the Petition and Sprint's December 6 letter. *Sprint Communications Company, L.P.*, Order No. 25,607 (December 19, 2013). The Commission indicated in its order that, if Sprint's proposed rates were approved, the approved effective rates would be made public consistent with Commission precedent. *Id.* at 3.

On February 7, 2014, Staff filed a memorandum containing an analysis of Sprint's proposed rates and their effect on local exchange customer charges in New Hampshire, and comparing the proposed TRS rates to those in effect in a number of other states.

II. BACKGROUND

TRS relays telephone messages between individuals with speech and/or hearing difficulties and those without such difficulties, typically using a highly trained individual known as a "communications assistant" (CA) as an intermediary. The objective of TRS service is to provide functionally equivalent service to all users. CapTel is an enhanced TRS service that is provided using a specialized telephone with a text display, permitting the user to directly dial and speak to the person called, listen to that person speak, and simultaneously read captions of the conversation. The captions are produced by a CA using special voice recognition technology.

Every carrier providing telephone voice transmission services is required by FCC regulations to provide TRS services throughout the area in which it offers services, whether individually, through designees, through a competitively selected vendor, or in concert with other carriers. In addition, each such carrier is required to conduct ongoing education and outreach programs that publicize the availability of access to TRS in a manner reasonably designed to reach the largest number of consumers possible. *See* 47 C.F.R. §§64.601-64.613.

After an adjudicative hearing, the Commission awarded Sprint the franchise to provide TRS services in New Hampshire following the issuance of a request for proposals in 1991. *See Dual Party Relay Service-Telecommunications Relay Service*, Order No. 20,236 (September 10, 1991). The rates and terms of service have been modified by Commission order from time to time, as needed. The current rate of \$0.76 per session minute and \$7,250 per month for outreach

services, have been in effect since 1999. *See Sprint Communications Company, L.P.*, Order No. 23,178 (March 30, 1999). In 2005, Sprint was authorized and directed to offer CapTel as a feature of its TRS program, at a rate of \$1.40 per session minute. *Sprint Communications Company*, Order No. 24,492 (July 21, 2005).

The New Hampshire TRS program is funded through a trust fund (TRS Trust Fund) established in 1992 by incumbent local exchange carriers. The Commission monitors and oversees the TRS Trust Fund pursuant to the terms of a stipulation among the incumbent local exchange carriers, interested parties and Staff. Currently all local exchange carriers contribute \$0.06 per month, per access line to the TRS Trust Fund. This access line charge is generally collected as part of local service rates. *Telecommunications Relay Service*, Order No. 25,142 (September 3, 2010). All payments to Sprint to cover the cost of providing the relevant TRS and outreach services are drawn from the TRS Trust Fund.

III. POSITIONS OF PARTIES AND STAFF

A. Sprint

In the Petition, Sprint noted that it has been the approved provider of TRS services in New Hampshire since 1991, and asserted that “rising costs and declining call volumes have made it necessary for Sprint to seek a price adjustment after nine years of stable pricing.” Petition at 2. Sprint maintained that the TRS contracts in other states guarantee pricing for only 3-5 years and the Federal Communications Commission (FCC) adjusts TRS reimbursement rates on an annual basis. Sprint stated that the TRS rate in New Hampshire has remained stable even as FCC Interstate TRS rates have continued to escalate.

In order to address its claimed need to increase rates for TRS services, while presenting the Commission with the opportunity to select a rate structure satisfying the goals of price stability and predictability, Sprint proposed two different pricing options. Option A is structured as a flat rate monthly recurring charge for TRS and outreach services. Option B is a pricing structure similar to the traditional pricing model for TRS and outreach services currently in effect; under Option B, TRS services are priced on a per session minute basis and a monthly recurring charge is assessed for outreach services. Under either of these two options, Sprint would separately provide captioned telephone (CapTel) services at a per session minute rate higher than that currently in effect in New Hampshire. Sprint has committed to provide service at the new rates for a period of five years.

Sprint justified the proposed increases in TRS rates by citing other factors in addition to higher costs, such as required technology investments to preserve service standards and the effect of declining usage on fixed cost recovery. Sprint further asserted that its proposed new prices are competitive when compared to current industry rates. Sprint justified its proposed CapTel rate increase by citing the higher costs of its CapTel service vendor, CapTel, Inc. According to Sprint, this service vendor “remains the sole provider of wireline captioned telephone service in the country.” Petition at 5.

In its supplemental letter filed on December 6, 2013 in response to Staff’s inquiries, Sprint provided additional confidential information to support its assertion that its “proposed rates are extremely competitive with the TRS rates paid by other states.”

B. Staff

Staff's memorandum dated February 7, 2014 summarizes its analysis of Sprint's proposed new TRS pricing model rates and terms and CapTel price increases to determine how the Sprint proposals compare to the rates currently in effect and those charged in other states by Sprint and other TRS service providers. Staff conducted a survey of other state commissions and received 27 responses. Based on its analysis of these responses, and additional information provided in subsequent communications with Sprint representatives, Staff concluded that the proposed new rates are reasonable in comparison with other states, falling within a range between the lowest and the highest of such rates. Staff also noted that Sprint's current New Hampshire TRS rates are among the lowest in the country, based on the results of Staff's survey.

In order to determine whether, under either of the proposed Sprint pricing options, an increase in local exchange rates would be needed to maintain a TRS Trust Fund balance sufficient to cover projected expenditures during the next five years, Staff prepared a five-year projection of TRS Trust Fund revenues and expenditures. Based on these forecast projections, Staff concluded that, under either of Sprint's proposed rate options, it appeared that the TRS Trust Fund balance would be sufficient to cover all projected expenditures during the next five years without an increase to the current \$0.06 per access line charge generally collected in local service rates.

Staff also determined that, based on its forecast projections on a monthly basis and overall, charges under Sprint's Option B would be less than under Sprint's Option A and the TRS Trust Fund balance would be significantly greater at the end of the five-year period under

Option B than under Option A. Staff therefore recommended that the Commission approve Sprint's proposed rates under Option B.

IV. COMMISSION ANALYSIS

We have reviewed Sprint's proposed rate structures and find that the rates and charges proposed under Sprint's Option B, as well as the separate rates proposed for CapTel service, are just and reasonable and should be approved. This conclusion is based on our review and analysis of three factors. First, we note that Sprint's TRS base service rates have not changed in almost 15 years and, according to the data collected by Staff from other states, are currently among the lowest in the country. It therefore seems reasonable that these rates would be due for review and adjustment to reflect cost increases and general inflation occurring over the intervening period. Second, Staff's state survey and analysis support a finding that Sprint's proposed per session minute rates for TRS service fall within the range of rates charged in other states for such services by Sprint and other TRS providers. Third, approval of the proposed rates under the Option B pricing model would not require an increase to the current \$0.06 per access line charge generally collected through local service rates in order to maintain a TRS Trust Fund balance sufficient to cover projected expenditures during the next five years, based on the forecast projection of TRS Trust Fund revenues and expenditures described in Staff's memorandum.

Therefore we will approve, on a *nisi* basis, increases in Sprint's TRS and CapTel rates and will continue the monthly recurring charge for outreach services, all as proposed in Sprint's Petition under Option B, effective during the five-year period beginning on March 1, 2014. Our decision is issued on a *nisi* basis in order to provide any interested party the opportunity to submit comments on Sprint's Petition or to request a hearing. The specific per session minute

rates we approve today will be kept confidential until this Order *Nisi* has become effective and will be made public thereafter, consistent with past practice. *See* Order No. 25,607.

Based upon the foregoing, it is hereby

ORDERED *NISI*, that subject to the effective date below, the increase to Sprint's per session minute rate for TRS as proposed under Sprint's Option B, and the increase to its proposed per session minute rate for CapTel service, are hereby approved for services provided during the five-year period beginning on March 1, 2014; and it is


FURTHER ORDERED, that Sprint shall cause a summary of this Order *Nisi* to be published once in a statewide newspaper of general circulation or of circulation in those portions of the state where operations are conducted, such publication to occur no later than February 24, 2014, and to be documented by affidavit filed with the Commission on or before March 11, 2014; and it is

FURTHER ORDERED, that all persons interested in responding to this Order *Nisi* be notified that they may submit their comments or file a written request for a hearing which states the reason and basis for a hearing no later than March 10, 2014 for the Commission's consideration; and it is


FURTHER ORDERED, that any party interested in responding to such comments or request for a hearing shall do so no later than March 13, 2014; and it is

FURTHER ORDERED, that this Order *Nisi* shall be effective March 18, 2014, unless Sprint fails to satisfy the notice and publication obligations set forth above or the Commission provides otherwise in a supplemental order issued prior to the effective date.


By order of the Public Utilities Commission of New Hampshire this eighteenth day of
February, 2014.



Amy L. Ignatius
Chairman

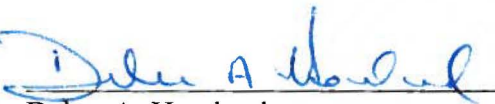


Robert R. Scott
Commissioner



Martin P. Honigberg
Commissioner

Attested by:



Debra A. Howland
Executive Director